



General Assembly

Substitute Bill No. 5430

February Session, 2002

AN ACT CONCERNING TELECOMMUNICATIONS CUSTOMERS' RIGHTS.

Be it enacted by the Senate and House of Representatives in General Assembly convened:

1 Section 1. Section 16-256j of the general statutes is repealed and the
2 following is substituted in lieu thereof (*Effective October 1, 2002*):

3 All bills for telecommunications services, whether issued by a
4 telecommunications company or by a billing service, shall (1) contain
5 the name of each carrier providing service as well as a toll-free number
6 for customer complaints for each such carrier printed clearly and
7 conspicuously on the portion of the bill relating to each carrier; (2)
8 clearly and conspicuously identify on the bill those charges for which
9 nonpayment will not result in disconnection of basic, local service; and
10 (3) only label a charge as a tax if such tax is directly assessed by the
11 taxing entity on the customer through the telecommunications
12 company, which tax shall appear as a separate charge on such bill.

13 Sec. 2. (NEW) (*Effective October 1, 2002*) Each telephone company, as
14 defined in section 16-1 of the general statutes, as amended, and each
15 certified telecommunications provider, as defined in said section 16-1,
16 shall clearly and conspicuously disclose, in writing, to customers, upon
17 subscription and annually thereafter, (1) whether the removal or
18 change in any telecommunications service will result in the loss of a
19 discount or other change in the rate charged for any

20 telecommunications service subscribed to or used by the customer; and
 21 (2) for any promotional offering filed on and after October 1, 2002,
 22 with the Department of Public Utility Control pursuant to subsection
 23 (e) of section 16-247f of the general statutes, as amended, that the
 24 offering is a promotion and will be in effect for a limited period of
 25 time.

26 Sec. 3. (*Effective from passage*) The Department of Public Utility
 27 Control shall conduct a contested case proceeding pursuant to chapter
 28 54 of the general statutes to investigate whether and under what
 29 circumstances each telephone company, as defined in section 16-1 of
 30 the general statutes, as amended, and each certified
 31 telecommunications provider, as defined in said section 16-1, shall be
 32 required to provide advance notice to its customers of any change in
 33 the services purchased or subscribed to by a customer that results in an
 34 increase in such customer's overall monthly bill.

This act shall take effect as follows:	
Section 1	<i>October 1, 2002</i>
Sec. 2	<i>October 1, 2002</i>
Sec. 3	<i>from passage</i>

ET *Joint Favorable Subst.*